**PROCESS EVALUATION OF AYUSHMAN BHARAT – PRADHAN MANTRI-JAN AAROGYA YOJNA (AB-PM-JAY) IN UTTAR PRADESH**

1. **Rationale:** Evaluate the early implementation of the AB- PM-JAY and Mukhya Mantri Jan Arogya Yojna (MMJA)performance, identify areas of operational challenges and provide recommendations to strengthen scheme implementation.
2. **Objectives**
   1. Study the efficiency of the governance structures and its impact and influence on AB- PM-JAY/MMJA performance. Specifically on the Governance Structures, management processes and monitoring mechanisms.
   2. Study the early implementation processes around key demand, supply functions and administrative functions to understand challenges and identify programmatic solutions. Specifically, this includes.
      * Beneficiary Empowerment – awareness, system for enrollment, efficiency of process, operational bottlenecks, system for feedback and grievance redressal.
      * Provider Engagement- system for empanelment and provider engagement, participation in the scheme
      * Claims Management – in-house system of claims adjudication and fraud control, ISA management.
   3. Understanding the utilization of health services – specialties, inter district variations, out of pocket expenditure (medical and nonmedical) and satisfaction and perceived quality.
3. **Potential indicators to analyse.**

* Access & Equity: Geographical access; enrolment rate; utilization rate
* Financial risk protection: Average expenditures covered; Incidence of Balance Billing
* Administrative Efficiency: time taken for pre-authorization; turn-around-time; burn-out-ratio; length of stay (LOS); use of multiple packages for same inpatient episode; total inpatient admissions in facility; No. of fraud cases.
* Quality of Care: length of stay (LoS); No of complaints received; rate of rejection.
* Responsiveness: Complaint’s redressal: In favour of patients and providers; Claims settlement times.

1. **Research Methods**
   1. Review of policies and Government orders
   2. Secondary data analysis of PM-JAY/MMJAA (September 2018-June 2021)
   3. Household Survey (To be conducted by a Survey Agency)
   4. Interviews with the officials of SACHIS & UP PM-JAY/MMJAA (30-35 at state and district level)
2. **Scope of Work**
   1. Provide an analysis of a systematic review of the existing national/state policies and guidelines, regarding the implementation of AB-PM-JAY/MMJAA and its relation to the efficiency in scheme implementation.
   2. Provide and assessment of the efficiency of the governance structures, management processes and monitoring mechanisms and how it influences the performance of the AB-PMJAY/ MMJA.
   3. Provide analysis of the scheme performance viz a viz the enrolment, empanelment, utilization for the period December 2018 to June 2021.
   4. Design and supervise the household survey among 4000 beneficiaries to identify the understand the awareness and demand side dynamics of the scheme such as issues related to enrolment, ease, or challenges in accessing services, service satisfaction (quality or care and expenses incurred in seeking care). The household survey is conducted by Convergent. The household survey aims to understand the

* Basic Household Characteristics
* Demographic Profile of the Households
* Knowledge and awareness on features and benefits of AB-PM-JAY/MMJAA
* Knowledge on beneficiary enrollment processes- challenges and motivations to enroll.
* Utilization of services and level of satisfaction- ease of access and availability, quality of care, experience out of pocket expenditure.

Two districts from each cluster will be selected with relatively good/average and low registration to capture possible heterogeneity.

* Cluster 1 – Meerut and Aligarh (2)
* Cluster 2- Bareilly, Pilibhit, Unnao (3)
* Cluster 3: Bhadohi, Fatehpur, Jhansi (3)

Cluster 4: Varanasi, Siddharthnagar (2)

* 1. Conduct Key Informant Interviews with state policymakers, technocrats, district officials and functionaries to understand challenges related to policy, its implementation, and opportunities to strengthen the implementation.
  2. Prepare the Final Report of the Process Evaluation of AB-PM-JAY and MMJA.
  3. Presentation of the Summary Findings to the Policymakers of Uttar Pradesh

1. **Timeline**

July 20, 2021 to October 31, 2021

1. **Partner Role & Responsibility**

| **SACHI** | **ACCESS Health** | **IIT-Madras** | **IRMA** | **Convergent** |
| --- | --- | --- | --- | --- |
| * Provide access to scheme related data and administrative approvals | * Coordination with SACHIS and for field work. * Technical Discussions * Review the findings and provide feedback. | * Desk Review of the state policies and operational guidelines * Secondary data analysis of scheme performance. (Responsible for safe custody of data) * Design and supervise the household survey.   + Approve the sampling protocol.   + Approve the data tabulation and analysis plan.   + Quality check in data collection. * Data Analysis and Triangulation * Preparation of the report * Presentation of the findings to the policymakers in the state. | | * Finalize the Household Questionnaire * Pilot and translate the Household Questionnaire. * Provide findings and data analysis plan and dummy tables for data tabulation. * Facilitate the IRB approvals * Sampling of the households * Conduct the household Survey (4000) * Data Cleaning * Data Analysis and Reporting * (Responsible for safe custody of data) |

1. **Deliverables& Payment Schedule**

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|  | **Deliverables** | **Payment Schedule** |
| 1 | Signing of Contract & Key Informant Interview Guides | July 30, 2021 (40 percent) |
| 2 | Summary Findings PowerPoint | Early September (30 percent) |
| 3 | Final Report& Presentation to the Government | October 2021 (30 percent) |

**Budget**

The total budget approved is USD 14,632 inclusive of taxes.

**Bank Account Details**

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| Name of the Beneficiary | Institute of Rural Management Anand |
| Bank Name | State Bank of India |
| Bank Address | Ganesh chokdi branch, Amul dairy road, Near Axis bank, Anand. 388001. |
| Account Number | 39608445228 |
| IFSC Code | SBIN0061308 |
| Swift Code | SBININBB718 |

**Remuneration**

The entire fee/compensation, not exceeding USD 14,632inclusive of taxes would be paid to the account mentioned above held by the Institute of Rural Management Anand.

**Term of Contract**

This contract period is from **July 20, 2021** to **October 31, 2021.** Institute of Rural Management Anand will be engaged under the agreement from the date of signing the contract till the date of closure as mentioned above**. The contract will be considered closed when the deliverable is received, and final report is submitted.**